

Job Description

JOB TITLE: Property Repairs - Services Manager

GRADE: 2

REPORTING TO: Director of Property Repairs

ROLE SUMMARY

In collaboration with the senior management team, ensure that Property Repairs delivers excellent customer experience including high levels of performance and productivity, great, consistent service delivery, innovation and continuous improvement whilst maximising value and bringing to life the vision and values of the organisation.

MAIN DUTIES AND RESPONSIBILITIES

1. Provide inspirational, dynamic leadership and management to the Property Repairs Services Team and wider team to ensure the vision and values of the organisation and directorate are delivered.
2. Responsible for managing the service delivery of the Property Repairs Services Team, including the effective management of all resources required to deliver excellent services whilst optimising performance, cost and risk.
3. Ensure compliance with Health & Safety legislation and regulations ensuring that safe working practices are managed and embedded in day-to-day operations.
4. Develop and maintain strong relationships with internal and external stakeholders, working collaboratively with suppliers and contractors to achieve delivery of shared goals and objectives.
5. To effectively manage the supply chain function for the directorate, ensure key procedures and processes are in place and embedded, demonstrate that operational requirements of supply, demand, quality and delivery targets are met. In addition, provide robust contract management practises in relation to the appointed managed stores provider.
6. Oversee the end-to-end lifecycle of plant, tools and equipment. Ensure all elements are fit for purpose, allocated, inspected, repaired, logged and disposed of following company procedures.
7. To manage a high performing fleet provision ensuring compliance, safety and operational efficiency. Ensure that associated legislation and obligations are adhered to and that key procedures and processes are in place and embedded across the directorate.
8. Oversee the operation and ongoing maintenance of dedicated repairs systems and technological equipment. Ensure that new and existing systems reflect the needs of the directorate, enhance productivity and support operational services.

9. To provide a central business intelligence function working across all Property Repairs Teams and services in order to deliver effective data analysis, business planning and enable effective decision making based on accurate and trusted data.
10. To provide project management support to the directorate in relation to Property Repairs projects.
11. To deliver a robust performance framework that promotes continuous improvement, to meet key business objectives, KPI targets and performance management both at a departmental and team level.
12. Ensure staff operate safely by overseeing health and safety activities related to the Property Repairs Directorate including the oversight and delivery of mandatory training.
13. Working collaboratively with the business' Procurement Team to identify the feasibility of different procurement opportunities for Property Repairs contracts and supplier selection abiding by regulations and internal policies and procedures.
14. To effectively manage and report information to the Director of Property Repairs on commercial activities in relation to budgets, spend, job costing, accurate forecasting data whilst demonstrating sound financial control.
15. Ensure that the functions of the team are managed and undertaken in such a way as to comply with all appropriate standards, policy and procedure and other departmental requirements.
16. Seeking new business opportunities to ensure that Property Repairs is seen as an innovative, modern and forward-thinking directorate.
17. Collaboratively working across the business to turn thoughts into real actions resulting in continuous improvement and new ways of working, demonstrating an effective and efficient service.
18. Comfortable in accepting ownership and responsibility for own service area, with a positive 'can-do' attitude.
19. To motivate and inspire the team to be flexible, engaged and ready for change.
20. To resolve complaints and dissatisfaction cases, from both within and external to the organisation, with the ability to confidently challenge and resolve difficult issues with a satisfactory outcome.

PERFORMANCE MEASURES

21. Corporate Scorecard Metrics
22. Operational KPIs
23. Customer satisfaction targets
24. Compliance with legislative and regulatory standards
25. Adherence of the H&S Policy
26. Delivery of strategic and team projects
27. Contract management performance measures
28. Budget management
29. Demonstrating corporate values, attitudes and behaviours

PERSON SPECIFICATION

Experience, Skills and Qualifications

- Educated to degree level or equivalent and / or professionally qualified in construction management or a related discipline and / or the ability to demonstrate relevant experience.
- Demonstrate previous accountability for the management of Health and Safety at a senior level.
- Demonstrate a track record of proven experience of leadership, motivation and engaging teams.
- Proven ability to effectively manage budgets, analyse trends and build up forecasting ensuring value for money and demonstrate commercial acumen.
- Experience in delivering change management processes.
- Experience of consulting with customers/ stakeholders and transforming ideas into actions.
- Understands the importance of developing and coaching staff to unlock potential and harness talent management.
- Good understanding of business activities including Finance, ICT, Governance, Health & Safety and Diversity requirements.
- Able to prioritise to achieve realistic targets, costs and time deadlines.
- Interpersonal skills of listening, relationship management and emotional intelligence.
- Consider the impact of business decisions on the directorate and wider organisation at all times.
- A skilled influencer and negotiator able to communicate effectively with external stakeholders, customers, staff and Board Directors, to include report writing and presentations.